

IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-21. (Canceled)

22. (Currently Amended) A method for monitoring operations of a head-end in an information distribution system, the method comprising:

receiving, at a monitor and control unit located remote from at least one head-end, status relating to operations of head-end elements ~~providing in preparing and delivering~~ content by an in-band delivery system to subscriber terminals within a coverage area of the head-end elements;

collecting by the monitor and control unit capability information for each of a plurality of remote devices of off-site personnel including an identity of each of the plurality of remote devices, a device type of each of the plurality of remote devices, a device format supported by each of the plurality of remote devices and a reporting level associated with each of the plurality of remote devices;

processing the status relating to the operations for the preparing and delivering of content via the in-band delivery system by [[of]] the head-end elements to identify problems associated with delivery of content by the head-end elements and to generate report messages for the off-site personnel based on the identified problems;

forwarding the report messages configured according to the collected capability information from the monitor and control unit to a communication server for routing to at

least one of the plurality of remote devices designated from the plurality of remote devices;
and

sending the report messages from the communication server to the designated remote devices to present the report messages to the off-site personnel associated with the designated remote devices for troubleshooting the operations for the preparing and delivering of content via the in-band delivery system by [[of]] the head-end elements.

23. (Previously Presented) The method of claim 22, further comprising:
receiving a response message at the communication server from the remote devices sent the status;

forwarding, from the communication server, the response message to the monitor and control unit; and

forwarding the response message, received by the monitor and control unit from the communication server, to a responsible entity at a targeted head-end, wherein the received response message from the at least one remote device includes a command to adjust a parameter of an operation performed by an element at the targeted head-end.

24. (Previously Presented) The method of claim 23, further comprising:
receiving indications of error conditions relating to the one or more operations of elements of the head-end; and

forwarding one or more alert messages to the one or more remote devices in response to receiving the indications.

25. (Previously Presented) The method of claim 23, further comprising:
polling a plurality of head-ends for status relating to the operations of elements of the head-end.

26. (Previously Presented) The method of claim 23, wherein the collected device format supported by each of the plurality of remote devices comprises text, graphics, or a combination thereof.

27. (Previously Presented) The method of claim 23, wherein status of the elements of the head-end are forwarded to the remote devices in conformance with the indicated reporting level.

28. (Previously Presented) The method of claim 23, wherein the received status includes status relating to encoding operations performed by an element of the head-end.

29. (Previously Presented) The method of claim 27, wherein the status relating to the encoding operations performed by an element of the head-end includes status for one or more buffers used to store encoded data by an element at the head-end.

30. (Previously Presented) The method of claim 23, wherein the received status includes status relating to multiplexing operations performed by an element at the head-end.

31. (Previously Presented) The method of claim 23, wherein the received status includes status relating to a particular transport stream transmitted from the head-end by an element of the head-end.

32. (Previously Presented) The method of claim 23, wherein the received status include bit rates for a plurality of types of data being provided from the head-end by an element of the head-end.

33. (Previously Presented) The method of claim 23, wherein at least one of the plurality of remote devices is a pager.

34. (Previously Presented) The method of claim 23, wherein at least one of the plurality of remote devices is a cellular telephone.

35. (Previously Presented) The method of claim 23, wherein at least one of the plurality of remote devices is a wireless device.